# BIOSKETCH

*Susan L. Santos*

Ms. Santos is Research Program Director for Columbia University's Center for Risk Communication (CRC). As Research Program Director for the Center, Ms. Santos provides expert consultation in the areas of risk communication and assessment. Ms. Santos is Principal Investigator for several risk communication research programs and she also develops and implements a wide variety of risk communication training programs. Ms. Santos is also a part-time instructor in the Hazardous Materials Management M.S. Program at Tufts University. Ms. Santos received her undergraduate degree in Chemistry and Sociology at Boston College and her graduate degree in Civil Engineering and Public Health from Tufts University.

Ms. Santos has over fourteen years of environmental experience in the public and private sectors including 8 years at EPA Region I, primarily in the areas of toxic chemical and hazardous waste management. Ms. Santos has over six years of engineering consulting experience. Prior to her appointment at Columbia, Ms. Santos was Corporate Director for Risk Assessment Services with ABB Environmental. Ms. Santos' areas of expertise include the conduct and evaluation of human health and environmental risk assessments and risk communication. A specialist in the design, implementation, and evaluation of risk and environmental issue-oriented information and education programs, Ms. Santos has developed numerous information and communication strategies for hazardous waste sites, facility permitting, impact assessments, and community and worker right-to-know programs. Considered a leading risk communication practitioner, Ms. Santos has planned and participated as the lead communicator for close to 200 public meetings, hearings, citizen briefings and workshops on behalf of the government and industry. Ms. Santos has conducted Focus Groups, and direct mail survey programs as both research activities and as part of risk communication programs for industry and government agencies. Ms. Santos has also developed and served as the primary trainer/facilitator for over fifty Risk Assessment and Risk Communication training programs.

Ms. Santos has numerous publications in the areas of Risk Communication and Assessment. She has recently completed a report to the German Marshall Fund on a Comparative Study of Risk Assessment and Risk Communication Practices between Western Europe and the United States. This report is the product of a German Marshall Fund Fellowship Award to Ms. Santos in 1989.

Ms. Santos' interest in the communication of risk focuses on several issues including: how to facilitate two-way communication and decision-making among various players with different objectives; how to assist practitioners in understanding the role of risk perception in communication; how to explain risk information to various audiences and how to build trust and credibility. Recently, Ms. Santos has been focusing on risk assessment and risk communication strategies for Air Toxics, and the relationship of risk communication to pollution prevention activities. From an international perspective, Ms. Santos also works in understanding and facilitating cross cultural differences in risk communication.

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